

Customer Relationship Intern

Job Type : Full-time, Fresher, Internship

Work Location: Vijayawada

Job description

As a Customer Support Intern, you will play a vital role in ensuring customer satisfaction and resolving inquiries promptly and effectively. You will work closely with the Customer Support team to address customer concerns, provide product assistance, and maintain a positive brand image.

Key Responsibilities

- Responding to customer queries in a timely and accurate way via phone and other communication channels in a professional and courteous manner.
- Identify customer needs and help customers use specific features
- Analyze and report product malfunctions (for example, by testing different scenarios or impersonating users)
- Monitor customer complaints and reach out to provide assistance
- Share feature requests and effective workarounds with team members
- Inform customers about new features and functionalities
- Follow up with customers to ensure their technical issues are resolved.
- Gather customer feedback and share it with our Product, Sales, and Marketing teams.
- Patience while handling challenging situations

Languages

- Hindi (Preferred)
- English (Required)
- Telugu (Preferred)

Ability to Commute

- Auto Nagar, Vijayawada, Andhra Pradesh: Relocate before starting work
(Required)

Schedule

- Day Shift

Education

- Any Qualification
- Secondary (10th Pass) (Preferred)